



# **Federal Student Aid (FSA) Students and Financial Partners Portals**

## **Stabilization and Transition Support Status Report**

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## **1. Executive Summary**

### **1.1 Introduction**

The FSA Students and Financial Partners (FP) Portals provide information and productivity tools relevant to FSA's customers, employees, and partners to make informed financial aid decisions and empower financial partners to assist students. The Portals also provide links to other existing FSA web sites (e.g., FMS, FAFSA on the Web, NSLDS, DLSS, etc.), and external sites (ELM Net, Meteor, etc.).

### **1.2 Background**

In April 2002, FSA launched Release 1.0 of both the Students and FP Portals. In September 2002, Release 1.1 of the Students Portal and Release 2 of the FP Portal were made available with additional information, tools, and links. Release 2 of the Students Portal has been delayed so that the necessary paperwork and postings can take place to meet the Privacy Act requirements for System of Record as well as the OMB requirements for the Information Collection Clearance process. Specifically, the Portals are organized as follows:

#### **Students Portal**

- Student experience/life-cycle
  - Preparing
  - Choosing
  - Applying
  - Funding
  - Attending
  - Repaying
- Site Resources
- Content organized around the Student type (e.g., College, High School, etc.)
- Spanish content
- Links to other FSA systems (e.g., FAFSA on the Web, NSLDS, etc.)
- Search
- Contact Resources

#### **FP Portal**

- Links to other FSA Financial systems (e.g., FMS, Data Mart, etc.)
- Publications
- Community members
- Current activities
- Interest rates
- Search
- Contact Resources



## 1.3 Report Organization

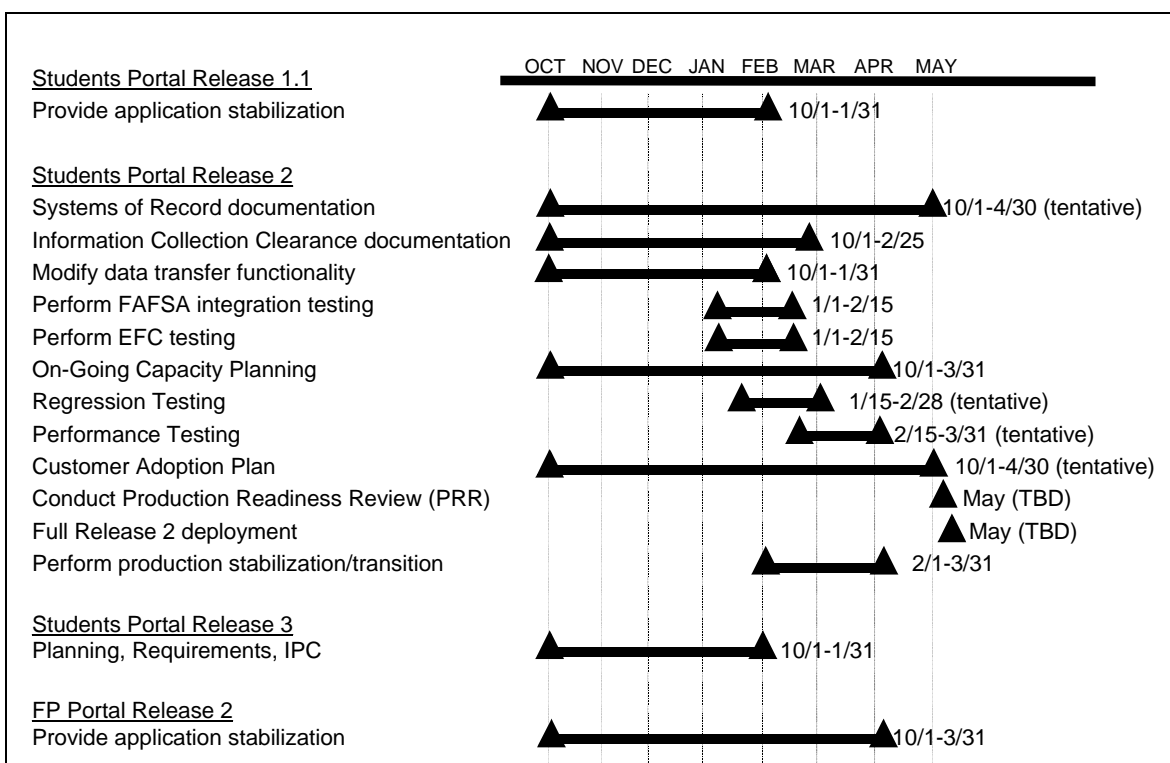
This Stabilization and Transition Support Status Report includes the following:

- Section 2. Students Portal Status. This section provides an update on completed and planned activities for the Students Portal.
- Section 3. Financial Partners Portal Status. This section provides an update on completed and planned activities for the Financial Partners Portal.
- Section 4. Summary. This section provides a summary of the project and production status.

## 2. Students Portal Status

### 2.1 Overall Project Schedule

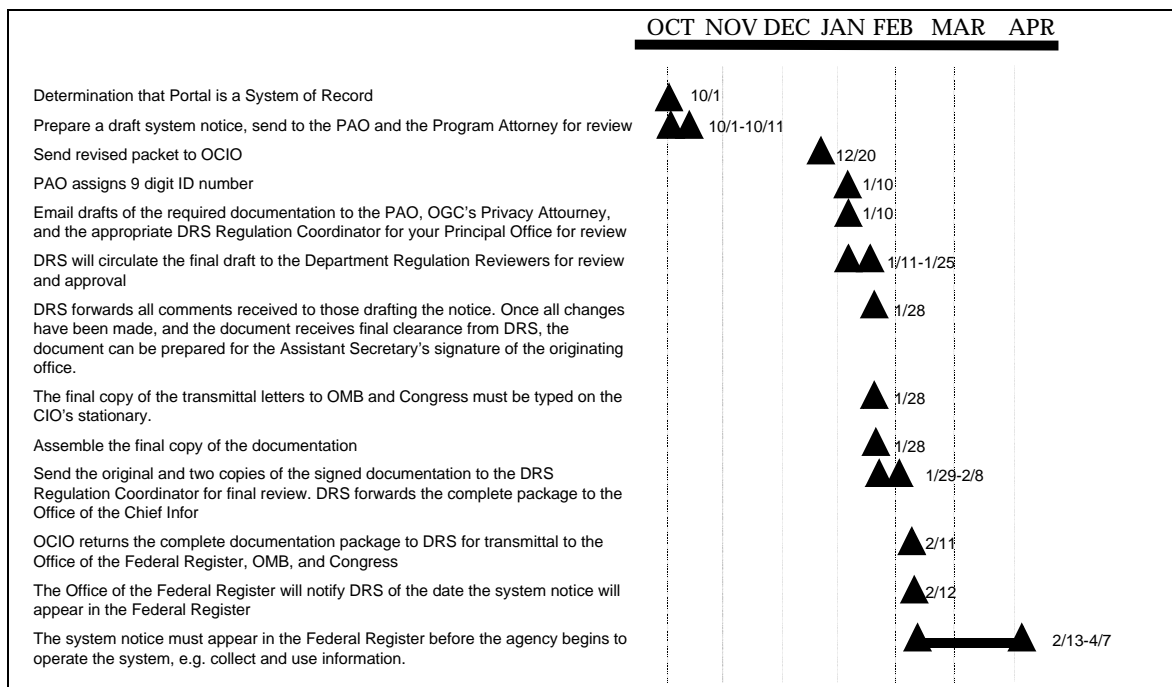
The overall project schedule for the Students Portal is shown below.





## 2.2 Privacy Act (System of Record) Schedule

The detailed schedule for the System of Record is shown below.



There were several discussions with the Office of General Counsel (OGC) to get clarification of how to most effectively move the process along and coordinate with the Office of Management and Budget (OMB). The most recent meeting was held on December 18<sup>th</sup>. The two primary actions resulting from this meeting were the following:

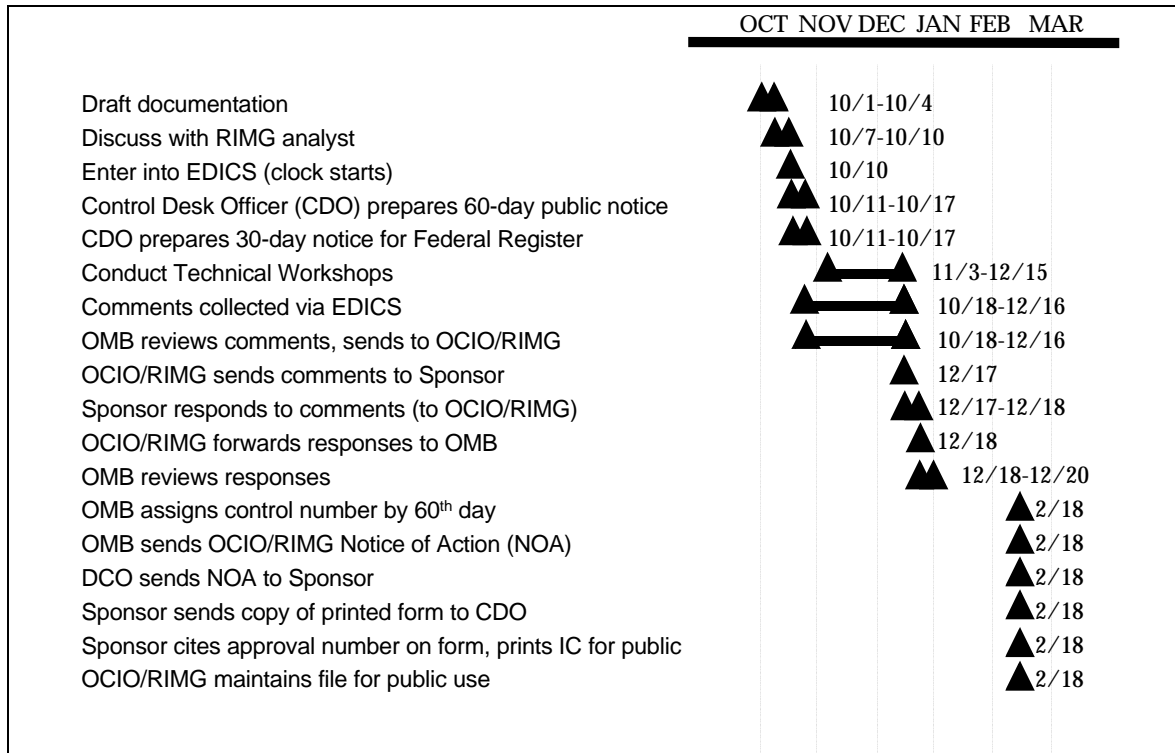
- FSA prepared a response to questions from the OGC Ethics office. This has resolved/closed any potential ethics issues with how XAP has been integrated with the FSA Students Portal.
- FSA modified the Privacy Act/System of Record documentation/packet to remove data fields from XAP's on-line college application module, which is separate from the Students Portal.

Continued delays with the OGC approving the packet for ED/CIO to officially submit to OMB is resulting in a day-for-day slip for when Release 2 of the Students Portal will be deployed into the Production environment. This significant risk continues to be monitored and communicated to FSA and Integration Partner leadership.



### 2.3 Information Collection Clearance (OMB) Schedule

The detailed schedule for the Information Collection Clearance process is shown below.

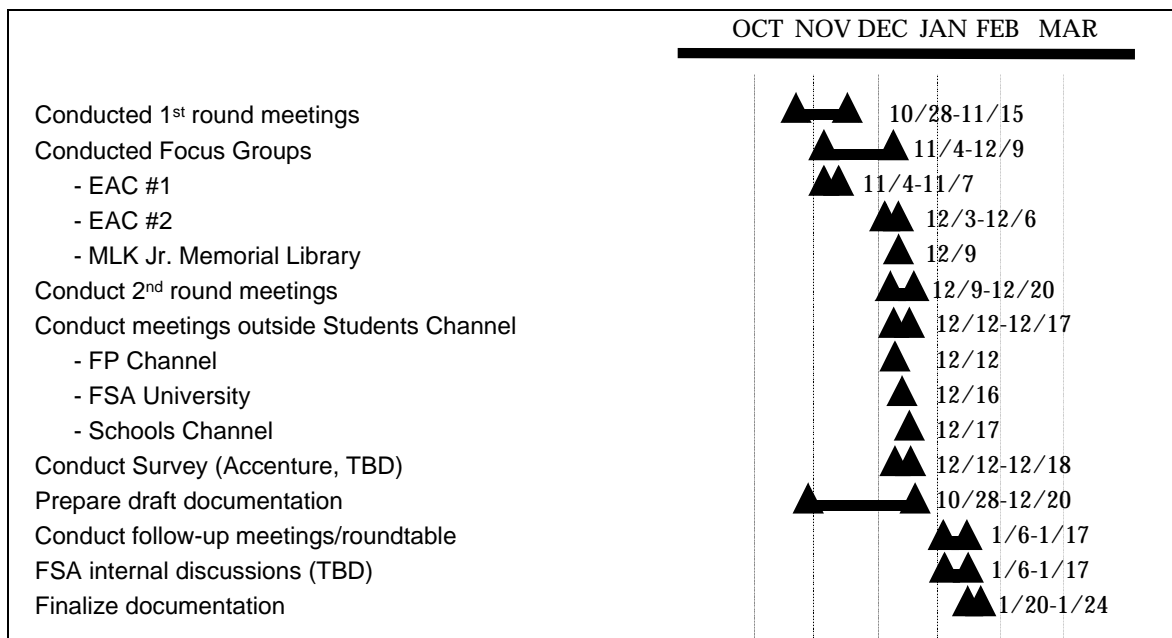


The Information Collection Clearance process is on schedule. The initial 60-day period passed without any comments from the public. ED/CIO has now forwarded all documentation to the OMB for their review. They have up to 60 days to provide comments. There is also another 30-day public review period that will be conducted at the same time.



## 2.4 Release 3 Requirements Schedule

The Students Portal Release 3 Requirements schedule is shown below.



## 2.5 Stabilization Activities

The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Resolved various TeamSite Templating content updates.
- Began coordinating (with CSC) the loading of the Students Portal into the new VDC Staging environment.
- Updated the PIN logo (English and Spanish) in Production.
- Resolved TeamSite Templating generation issue by re-installing browser.
- Resolved TeamSite Templating deployment issue.
- Resolved TeamSite Templating preview issue. Closed Interwoven Support case #1105551.
- Resolved TeamSite Templating attachment Uniform Resource Locator (URL) issue.
- Completed new publications deployment setup. Also created redirect URL's for new publications. Prepared documentation for the Students Channel concerning the new deployment procedures for their publications.
- Made progress with adding Address fields to the data transfer module.
- Continued to conduct Release 3 requirements discussions with key FSA leadership in all Channels.





- Conducted Focus Group session at the Electronic Access Conference (EAC).

## **2.6 Capacity Planning**

As part of on-going capacity planning, WebTrends analysis has been performed with the VDC team. Actual volume for the past month has exceeded projections, but there have been no performance issues. Bi-weekly meetings have been established.

## **2.7 Open Activities/Issues**

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Update the content in the Release 2 development environment from the Production environment.
- Complete migration of Students Portal into new VDC staging environment.
- Continue monitoring Privacy Act (System of Record) process.
- Continue Release 3 requirements collection, analysis, and documentation.
- Prepare Business Justification documentation.
- Continue re-design (and development changes) of VDC database to include Address fields from XAP database.
- Test pre-population from the Portal to the FAFSA on the Web site.
- Update Performance Test Plan.
- Update Customer Adoption Plan.
- Create support document with XAP (e.g., SLA, etc.).
- Make database changes to support move from HPV1 to a new development server.
- Follow up with the Department concerning web publication migration from www.ed.gov to Students Portal.
- Follow up on ClearQuest access and use for team members.
- Look into removing spontaneous lines that appear on main homepage image.
- Provide production support as needed.

## **3. Financial Partners Portal Status**

### **3.1 Stabilization Activities**

The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Resolved various TeamSite Templating content updates.
- Began coordinating (with CSC) the loading of the FP Portal into the new VDC Staging environment.



- Updated FP Channel Organization Chart on the Portal site. Provided respective documentation/instructions. Received 508 Compliance passing.
- Provided Deployment/Workflow History log retrieval process documentation.
- Provided a demo on the FP Workflow History Log Instructions that were previously sent out.
- Provided follow up on Interwoven Support Case # 1101307 in reference to saving a Data Content Record (DCR) after modifying content not working properly.
- Provided information concerning use of audio files in TeamSite.
- Provided information concerning Interwoven's Help Desk architecture.

### **3.2 Capacity Planning**

As part of on-going capacity planning, WebTrends analysis has been performed with the VDC team. Projected volumes are higher than actuals, but performance monitoring will continue. Bi-weekly meetings have been established.

### **3.3 Open Activities/Issues**

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Complete migration of FP Portal into new VDC staging environment.
- Make database changes to support move from HPV1 to a new development server.
- Provide production support as needed.

## **4. Summary**

The Students and FP Portals have both received positive feedback from on-line surveys. Survey summaries are available for FSA to monitor this feedback directly. Summary reports are broken down into statistics based on responses as well as a complete listing of all other comments provided. Capacity planning and performance monitoring are on-going for both Portals. CPU utilization on the application and Web servers continue to be low, and there are no capacity issues at this time.

All planned activities are proceeding. The critical path for Release 2 of the Students Portal is the Privacy Act/System of Record process, which is a high risk for when it can be deployed into Production. Workshops, Focus Groups, and Release 3 requirements sessions have also begun. Many activities have been completed and issues resolved. There are no major production issues at this time.